



VOLUNTEER MANAGEMENT:

Attracting and keeping the best of the best



Washington Food Coalition workshop
November 12, 2020

In partnership with WSDA
and Nancy Bacon Consulting

Planning: Volunteer Bill of Rights

Written for the American Red Cross by Mrs. Richard D. Sloss, active volunteer, 1972

1. The right to be treated as a co-worker, not just free help...not as a prima donna or dilettante
2. The right to suitable assignment with consideration for personal preference, temperament, life experiences, education, and employment background
3. The right to know as much as possible about the organization, its policies, its people, its programs
4. The right to training for the job
5. The right to continuing education on the job: information about new developments and training for greater responsibilities
6. The right to sound guidance and direction, by someone who is experience and has the time to invest in supervision
7. The right to a place to work – an orderly designated place – worthy of the job to be done
8. The right to promotion and a variety of experiences
9. The right to be heard, to have a part in planning
10. The right to recognition in the form of promotion and rewards through day-by-day expression and by being treated as a bona-fide co-worker

Updated by Robert Egger in 2010

- Work in a safe environment.
- Be treated with respect by all staff members.
- Be engaged in meaningful work and be actively included regardless of any physical limitations.
- Be told what impact your work made in the community.
- Ask any staff member questions about our work.
- Provide feedback about your experience.
- Receive a copy of our financial information or annual report upon request.

CIRCLE UP TO 5 RIGHTS THAT YOU WANT TO FOCUS ON FOR YOUR ORGANIZATION.

WHAT "RIGHTS" WOULD YOU ADD?

Planning: Categories of Volunteer Jobs and Motivations

Volunteer Job Categories

What jobs do you offer in each of these categories?

Casual/occasional	Ongoing	Leadership

Volunteer Motivations

Think about your current volunteers. Think about why they volunteer. Sort your current volunteers by what you think their motivation is.

Affiliation	Achievement	Influence

Later we will talk about celebration. Consider how you match your appreciation efforts with their reasons for volunteering.

Planning: Asking the Right Questions

Question 1: How does it fit?

How does the volunteer program fit into the overall mission and programming?

Question 2: Who do we need?

Board Matrix

TERM	THIS YR	AREAS OF EXPERTISE							GEN	AGE			Ethnicity					GEO AREA											
		Marketing / PR	Finance	Fundraising	Other Committees	Officers & Leadership	Second	First		Construction	Community Relations	Exhibitions/Gallery	Technology	Visual Arts	Female	Male	20+	30+	40+	50+	African American	Asian	Caucasian	Hispanic	Native American	Other	Eastside	Southwest	Seattle/King Co
Board Member #1																													
Board Member #2																													
Board Member #3																													
Board Member #4																													
Board Member #5																													
Board Member #6																													
Board Member #7																													
Board Member #8																													
Board Member #9																													
Board Member #10																													
Board Member #11																													
Board Member #12																													
TOTAL																													

Question 2: Are we Ready?

What infrastructure do we already have in place? What do we need?

- Job Descriptions
- Workspace
- Management staff
- Budget
- What else?

Elements of a VOLUNTEER PROGRAM



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PUT A CHECK NEXT TO THE ELEMENTS THAT YOU DO WELL AT YOUR ORGANIZATION.

CIRCLE THE NAME OF THE ONES THAT YOU WOULD LIKE TO DO BETTER.

Elements of a VOLUNTEER PROGRAM

ELEMENT	KEY ACTIONS
<p>Finding volunteers Prospecting Recruiting</p>	
<p>Integrating volunteers Orientation Application Screening Training</p>	
<p>Working with volunteers Engagement Retention Evaluation</p>	
<p>Documenting and reporting Evaluation Recordkeeping & reporting</p>	
<p>Celebration Recognition</p>	

Leadership Level Volunteers

Who are your leadership level volunteers?

How do you recognize them?

NEXT STEPS THAT YOU WILL TAKE?

Resources

Energize Inc.

<https://www.energize.com/>

Volunteer Management resources for leaders of volunteers including a huge reading list of articles, guides, reports, book excerpts, and blog posts.

Council for Certification in Volunteer Administration

<https://cvacert.org/>

Advances the profession and practice of volunteer resource management by:

- Articulating core competencies for the profession of volunteer administration
- Certifying individuals who demonstrate knowledge and competence in the leadership of volunteers.
- Advancing standards of ethical practice
- Promoting professional development and education

Independent Sector

<https://independentsector.org/>

Find here the National estimated value of volunteer time: \$27.20 in 2020

"...National membership organization that brings together a diverse community of changemakers at nonprofits, foundations, and corporate giving programs working to strengthen civil society and ensure all people in the United States thrive. As the vital meeting ground, we advance our mission by fostering a sense of belonging, catalyzing action, and providing policy leadership across the full breadth of the charitable sector."

Points of Light

<https://www.pointsoflight.org/>

"We craft the tools and create the conditions for Volunteerism to thrive. Our global community cannot flourish without a shared vision of what's possible, and processes that are coordinated, efficient and inclusive. At Points of Light, we're committed to providing the tools, insights and connections needed to ensure the social sector continues to grow and innovate in the rapidly changing world."